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customer No. 01933

Application No. 10/002,743  
Information Disclosure Statement

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Attorney Docket No. 01702/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Romain Jeanty

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Dated: March 7, 2005

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Submitted herewith are forms PTO/SB/08A and PTO/SB/08B  
listing the particulars of eleven U.S. publications and one  
literature reference which were cited by the Examiner in related  
application Serial Nos. 10/002,744, 10/002,745 and 09/813,209. A  
copy of the literature reference is attached.

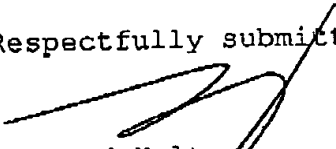
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Application No. 10/002,743  
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It is respectfully requested that the Examiner return initialed copies of the attached forms PTO/SB/08A and PTO/SB/08B to confirm that the publications listed thereon have all been considered and made of record.

Respectfully submitted,

  
Leonard Holtz  
Reg. No. 22,874

Dated: March 7, 2005

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INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

Application Number		10/002,743	
Filing Date		November 2, 2001	
First Named Inventor		Toshio UENO	
Group Art Unit		3623	
Examiner Name		Romain Jeanty	
Attorney Docket Number		01702/LH	
Sheet	1	of	2

## U.S. PATENT DOCUMENTS

Exam. Initials <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		5,964,891	A	CASWELL et al	10-12-1999	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		6,389,426	B1	TURNBULL et al	05-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
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		6,802,042	B2	RANGAN et al	10-05-2004	

## FOREIGN PATENT DOCUMENTS

Exam Initials <sup>1</sup>	Cite No <sup>1</sup>	Orig <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

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<sup>2</sup> Unique citation designation number. <sup>3</sup> See kinds of U.S. Patent Documents. <sup>4</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>5</sup> for Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>6</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>7</sup> Place a check here if English translation is attached.

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number		10/002,743			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio UENO			
		Group Art Unit		3623			
		Examiner Name		Romain Jeanty			
Sheet	2	of	2	Attorney Docket Number		01702/LH	
<b>NON PATENT LITERATURE DOCUMENTS</b>							
Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.					T <sup>6</sup>
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.					
Examiner Signature						Date Considered	

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